

FREEDOM INTERNET

MAKE LIFE HAPPEN

To our Freedom Community,

At Freedom Internet, nothing is more important than the health and well-being of our customers, our employees, and our worldwide community. As the situation with COVID-19 unfolds, we're committed to giving you the support and resources to navigate this challenging time. Internet is an essential service and we are committed to provide continuity of service.

COVID-19 is changing everything about life and work as we know it. We're all focused on how to best protect and support our families, employees, customers, and communities in the face of this unfolding crisis. On behalf of the Freedom Internet team, I want to let you know that our thoughts are with those who are affected.

Freedom Internet's mission has always been to keep people connected - enabling our customers to get online instantly and have access to fast, flexible and affordable Internet, without all the hassles - no long waits, no connection fees, no worries.

Staying connected to our loved ones, keeping businesses operating, schooling our children and staying entertained are too fundamental to our society and economy to be curtailed because we are working remotely or unable to travel.

All of us at Freedom Internet are focused on enabling our customers to be productive and collaborative during this challenging time. Here are a few things we are doing to accomplish this goal:

Ensuring continuity of service

As an essential service we recognize the critical role our technology plays in your creative pursuits and business success. I'd like to assure you that Freedom Internet will remain fully operational. Our independent network is monitored and operated from several locations across Australia and New Zealand, across a multi-vendor and multi-cloud infrastructure model. This ensures our ability to continue to deliver our solutions and serve your needs.

Making it easier than ever to do business with us

We are immediately implementing a number of customer-friendly programs intended to provide continued access to our products.

- We continue to aim to get you online instantly and where installations are needed as soon as possible.
- Given the urgent need for businesses and students to work remotely and customers to communicate digitally with their friends and families, we are providing additional bandwidth to support spikes in online traffic to ensure there are no interruptions to your service.

Freedom Internet is here to support you during these unprecedented times. Our employees are available for any questions or concerns you have.

As you can appreciate demand for Internet services and connectivity is very high, with the traffic across all telecommunications networks and carriers above

normal levels. It may take some time to get through to our help desk, like many other services providers who are experiencing the same demand for services.

We ask that you please be patient and listen carefully to the messages in our phone queues, follow the prompts and please arrange for a call back if you can't get through to an agent. Due the additional volume of traffic over telecommunications networks, there may also be an increase in outages while carriers are preparing to meet demand.

Once again, please be patient and listen to the messages in our phone queues – please refrain from calling unless you need to get online or are having connectivity issues.

Above all, stay safe and healthy.

JAMES BAYLY

CEO

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